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Frequently Asked Questions

What is Governmental Natural Gas Aggregation?

Simply put, it's the entire community joining together to form one large buying group. By voting to allow an aggregation, residents allow their community to shop for natural gas on their behalf.

What are the Benefits of Gas Aggregation?

When residents form one large buying group they have more buying power. The aggregation is in a better position to negotiate favorable pricing and supply terms than what could ordinarily be achieved by any one individual resident.

How does a community become an Aggregator?

The community must first get the approval of voters within the community to form a natural gas aggregation program. Upon a majority vote, community leaders will proceed through a series of steps to become certified as a Governmental Natural Gas Aggregator by the Public Utilities Commission of Ohio.

How do Opt-Out Aggregations work?

The community seeks bids from Certified Retail Natural Gas Service Providers, such as IGS Energy. A qualified bidder is selected to supply the aggregation with its gas for a set period of time. An "Opt-out" notice is sent to each eligible community resident prior to the start of the aggregation. Each resident has 21 days from the postmarked date on the notice to contact the supplier to withdraw or "Opt-Out" of the program. After the 21 day period, any resident not opting out will be submitted to the utility company for enrollment in the program. The utility company will send notice of the pending enrollment to each participating resident. Each resident will then have 7 days to rescind their enrollment in the program by contacting the utility company. After the 7 day rescission period, all participating customers are officially enrolled in the program. IGS Energy will appear as your supplier on your natural gas bill within one to two billing cycles after enrollment is verified by the utility.

Are all residents of the community automatically included in Opt-Out Aggregations?

No. In order to be included you must purchase your natural gas directly from the natural gas utility company. You must also be current on your utility bill payments. Commercial users in the community that consume more than 5000 CCF per year do not qualify. PIPP customers also do not qualify.

Can I enroll if I do not receive an Opt-Out notice?

Yes. During the initial enrollment, any eligible resident that does not receive an Opt-Out notice may contact IGS directly to enroll in the program.

Can I enroll after the initial enrollment period?

IGS Energy will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, IGS reserves the right to decline late enrollments depending on market conditions.

Can I enroll even if I currently purchase my gas from another supplier?

Yes, however your supplier may charge an early termination fee. All residents should check the terms and conditions of their current contract for more information.

What happens if I'm part of the program and I move?

A resident moving within the same community can stay in the aggregation by providing IGS with their new address. If a resident moves out of the community or does not provide IGS their new address, their participation will end and no early termination fee will apply.

Can I leave the program and return to the utility or enroll with a different supplier?

Yes. Residents may leave the program at any time. If you leave the program it may take one to two utility billing cycles before the switch appears on your utility bill.

Does my utility still send my monthly bill?

Yes. Your current service will not change. Your utility will still send you your monthly bill, read your meter and respond to all service calls. IGS Energy will appear on your bill as your natural gas supplier.

Where can I find my monthly price?

Your monthly price will be located on page 2 of your utility bill in the box identified "Explanation of Current Charges". Your natural gas rate per CCF from IGS Energy is itemized following the utility transportation and delivery charges. If you want to know your price before receiving your bill, you can call IGS Energy and ask us what the upcoming month's aggregation price will be for your community.

Please note that the Public Utilities Commission of Ohio website contains an Apples to Apples chart of suppliers for your utility. This site is great for comparison purposes, but is geared towards mass market offers and not specific aggregation rates. If IGS Energy has a monthly variable rate on the Apples to Apples chart, that is a mass market rate and not your aggregation's rate. Please call IGS Energy with any questions about your community's monthly variable rate.

My friend lives in a nearby community and has a different rate from IGS than mine. Why?

Natural gas prices are highly volatile. Market rates change often and quickly. Price differences between communities will vary based primarily on the contract term and the dates on which pricing was secured for the community.

How do I contact IGS Energy?

Our customer service department is open from 8:00 am to 8:00 pm EST Monday through Friday. You may call us toll free at 1-800-280-4474.

Contact us via our website at: www.igsenergy.com